STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION

REQUEST FOR PROPOSALS # 31701-03075
AMENDMENT # 2
FOR NEXT GENERATION IT ASSESSMENT

DATE: November 27, 2012

RFP # 31701-03075 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates.

	EVENT	TIME	DATE	UPDATED / CONFIRMED
1	State Issues RFP		November 1, 2012	Confirmed
2	Disability Accommodation Request Deadline	2:00 p.m.	November 6, 2012	Confirmed
3	Pre-proposal Conference	2:00 p.m.	November 7, 2012	Confirmed
4	Notice of Intent to Propose Deadline	2:00 p.m.	November 8, 2012	Confirmed
5	Written Comments Deadline	2:00 p.m.	November 14, 2012	Confirmed
6	State Responds to Written Comments Submitted Regarding Reference Questions		November 19, 2012	Confirmed
7	State Responds to Remaining Written Comments		November 27, 2012	Confirmed
8	Proposal Deadline	2:00 p.m.	December 4, 2012	Confirmed
9	State Completes Technical Proposal Evaluations		December 18, 2012	Confirmed
10	State Opens Cost Proposals & Calculates Scores	2:00 p.m.	December 19, 2012	Confirmed
11	State Issues Evaluation Notice & Opens RFP Files for Public Inspection	2:00 p.m.	December 21, 2012	Confirmed
12	Contract Signing		January 8, 2013	Confirmed
13	Contract Signature Deadline	2:00 p.m.	January 15, 2013	Confirmed
14	Contract Start Date		January 22, 2013	Confirmed

INFORMATIONAL NOTE: The State's responses to Questions and Comments found in Item #2 below also contain the State's response to the "Written Questions and Comments" published previously in Amendment #1 on November 19, 2012.

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall <u>NOT</u> be construed as a change in the actual wording of the RFP document.

	QUESTION / COMMENT	STATE RESPONSE
1	Section A-Mandatory Requirement Items-A.6., RFP Page Number 20 Please clarify if the vendor can propose the following reference from a private sector/commercial client. *A.6. – References: Provide evidence, in the form of the name of the entity and information regarding the scope of the assessment and high level results, where the Proposer has provided an IT assessment of similar scope and size (for a large agency with at least 100 IT employees) resulting in the implementation of sustainable change at a city, county or state government entity.*	The State has revised RFP Attachment 6.2., Section A – Mandatory Requirement, Item A.6. See Section #3 below for the revision.
2	Section B-General Qualifications & Experience Items-B.17., RFP Page Number 23 We intend to address this opportunity by subcontracting with certified minority businesses. Please clarify if the references can be from a combination of prime contractor and sub-contractor references (e.g., minority firm): *B.17. Provide customer references from individuals for projects similar to the services sought under this RFP and which represent:* *Two (2) of the larger accounts currently serviced by the Proposer, and three (3) completed projects*	The State has Revised RFP Attachment 6.2., Section B - General Qualifications & Experience, Item B.17. See Section #4 below for the revision.
3	**Section A.6 states:** Provide evidence, in the form of the name of the entity and information regarding the scope of the assessment and high level results, where the Proposer has provided an IT assessment of similar scope and size (for a large agency with at least 100 IT employees) resulting in the implementation of sustainable change at a city, county or state government entity. The entity provided as evidence should also serve as one of the Proposer's customer references as required in RFP Attachment 6.2,	The State has Revised RFP Attachment 6.2., Section B - General Qualifications & Experience, Item B.17. See Section #4 below for the revision.

QUESTION / COMMENT	STATE RESPONSE
Section B, Item B.17 **Section B.17 states:** Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee) for projects similar to the services sought under this RFP and which represent: **Given the two highlighted sections, are offerors to assume that references for assessments that have been performed for the State of Tennessee cannot be used?**	

4   RFP request references from
    ✓ two (2) of the larger accounts currently serviced by the Proposer, and
    ✓ three (3) completed projects.
 	
If we provide two References of Large Accounts, where vendor has done 3 projects, would that be fine or do we need to provide 5 separate references
	Yes, references from two (2) larger accounts currently serviced and three (3) projects completed under either of the two (2) larger accounts (for a total of five references) is acceptable.
	
	The State has Revised RFP Attachment 6.2., Section B - General Qualifications & Experience, Item B.17. See Section #4 below for the revision.

5 Section 6.2 item A.6 – Will the state please consider references from private entities in addition to public city, county or state governments?	See the State's Response to Question #1 above.
6 Should we go ahead and register as a small business within the State of Tennessee?	Registration as a small business is not a pre-requisite to bid on this procurement. Vendors may contact Rich VanNorman in the Governor's Office of Diversity Business Enterprise and he, or his staff, can help you in becoming registered in the State of Tennessee. Mr. VanNorman's email address is <u>Richard.VanNorman@tn.gov</u>
7 Where is the primary place of performance for this work?	The primary place of performance for this work is Nashville, TN. Also, see the State's Response to Questions #29 and #57 below.
8 Would it be possible to receive company names and contact information for the other firms submitting an Intent to Propose?	The State cannot release the names at this point in the procurement process. The Office for Information Resources (OIR) does not make the names of these companies available until the date in RFP Section 2, Schedule of Events - State Evaluation Notice Released <u>and</u> RFP Files Opened for Public Inspection.
9 Does each State Agency's IT organization have accurate physical and logical documentation of the IT infrastructure (physical and logical IP data networking	Physical and logical IP infrastructure is out of scope for this project.

QUESTION / COMMENT	STATE RESPONSE
infrastructure) currently in place? Or must the consultant perform site surveys and document the current IT infrastructure as part of this assessment?	
10 [a] Does each State Agency's IT organization have an accurate list of IT systems and application and the versions of OS' and application software versions? [b] Is this list in the form of a Business Impact Analysis (BIA)?	The vendor will be responsible for compiling an accurate list of IT systems and applications and the OS and software applications versions.
11 What State of TN and OIR IT policies, standards, procedures, and guidelines must be implemented throughout?	The State is unsure of the intent of this question and is unable to answer it.
12 Are there state-wide technology policies, standards, procedures, and guidelines upon which a baseline definition for implementation of IT infrastructures is defined?	The vendor will be given documentation on the standardized roles and responsibilities, methodologies and practices during onboarding.
13 The RFP mentions "*quality of IT services provided*" as being a goal of this assessment and for providing recommendations. a. Does each state government agency have a baseline definition for its current level or quality of IT service provided? b. What is the yardstick of measurement in terms of defining "quality of IT services"? Does the State have citizen customer service feedback or survey information? c. Is the State interested in a qualitative assessment of its current eGovernment delivery of service (i.e., quality of IT services, etc.)? By Qualitative we suggest definitions as follows: "Critical" – this agency application and serviceability needs to be re-designed for a user-friendly eCitizen service delivery model. "Major" – this agency application and serviceability needs to be modified to support an enhanced eCitizen service delivery model. "Minor" – this agency application and serviceability needs to be web-enabled to support browser access, mobility, and remote application support for eCitizen service delivery. d. In regards to defining a baseline definition "for quality of IT services provided" for the	a. No. b. The vendor will work with each State agency head or designee to define the "quality of IT services" for each agency. The State does not have an IT citizen customer service feedback or survey. If feedback or survey information is needed by the vendor, the vendor will need to interview each agency to determine if an internal customer service survey has been performed. c. In the scope of determining how an agency should be meeting its goals, eGovernment could be one mechanism for fulfilling those criteria. d. Given the answers to b. and c. this question appears to be irrelevant.

	QUESTION / COMMENT	STATE RESPONSE
	State, where IT and IT support is required, does the State want recommendations for how to define this "quality of IT services" for enhancing the cCitizen support service delivery model as part of the scope of the recommendations?	
14	Does the State have a 5-Year IT Master Plan or a previous 5-Year IT Master Plan that we can review as part of our understanding or review of the 20+ agencies business operations?	Agencies may have an IT Master Plan of varying levels of detail. These plans will be shared with the vendor prior to the start of each agency's assessment. The roles and responsibilities document will be provided during onboarding and will provide an overview of statewide roles and responsibilities.
15	[a] Is the scope of this Next Generation IT Assessment strictly limited to an internal review and assessment of existing citizen applications and the IT systems and support infrastructure currently in place? [b] Or does the scope of this assessment include reaching out to the citizen community and/or reviewing/assessing citizen feedback and surveys for citizen services?	a. Yes, the Next Generation IT assessment is an internal review and assessment of Agency IT systems and personnel. b. An assessment of the citizen community is outside the scope of this project.
16	Regarding the anticipated deliverables required of the consultant, we understand that the State (and respective agency) and the consultant must work together on the format and deliverable structure. Who is the ultimate reader and audience for these assessments? State, state agency, other?	The audience depends on the deliverable and could include the respective Agency Commissioner, the State CIO, and others on the project team as deemed necessary by the Agency Commissioner or State CIO. See Contract Sections A.3.c.ii(2)(d), A.4.1.ii and iii, and A.5.b.v.
17	[a] What are the anticipated results or action steps regarding how the State and State Agency will use the provided recommendations for enhancing the eCitizen service and support delivery model? [b] Will the recommendations be budgeted such that each State Agency can implement or what is the process for how these recommendations will come to fruition?	a. The State will take all recommendations, which may include eCitizen recommendations, under advisement prior to implementation. b. Each agency will be responsible for budget adjustments to facilitate implementation of the recommendations resulting from the assessment.
18	Does this assessment include an IT organizational review, assessment of current IT support staff, and the current metrics for eCitizen service and support delivery models?	Yes, see Contract Section A.4.l for the Agency IT Environment Assessment Deliverables the vendor will provide.
19	Regarding the *"Initial Communication Plan"* – for each Agency assessment, the Plan shall describe an approach to achieve effective communication between that Agency's Commissioner, Deputy Commissioner, and IT Director; as well as the Chief Information Officer (CIO) and Business Solutions Delivery (BSD) group. The Plan shall also discuss the	a. The intent of the assessment is a holistic view of all IT related services provided by the agency. b. The State is unsure of the intent of this question and is unable to answer it. c. The vendor and the Next Generation IT project team will work together during onboarding to further

QUESTION / COMMENT	STATE RESPONSE
Contractor's approach to training the interviewers who will perform the skills assessments, to insure that they are sensitive to Agency staff members' concerns regarding the purpose of the assessments. a. Please be more specific about if this assessment is to evaluate and assess the current level of eCitizen support services and if we are to provide a qualitative assessment "Critical", "Major", or "Minor" on the IT organization and staff for each agency. b. Regarding properly communicating this assessment to Agency staff members, what is the correct posture and position of this Next Generation IT Assessment? c. How does the State want us to measure effectiveness and efficiency regarding communications between and within that Agency and the Commissioner, Deputy Commissioner, IT Director, CIO, and BSD group? d. Is there a defined process for how each State Agency identifies critical success factors and how that translates into effective and efficient project implementation and success? e. There is mention of potential risk in communicating this assessment to IT staff members. What resistance or issues are anticipated? Does change and the idea of change in the way the State and State Agency's provide eCitizen support services mean the State or State Agency may find new resources if current resources cannot fulfill the required next generation vision and implementation of new applications?	define this measurement. d. No. e. The purpose of this assessment is to improve the Agency's ability to provide IT services, this must be communicated consistently. The final outcome may involve staff reductions and communications must be handled appropriately.
20	[a] What is the role and function of the Business Solutions Delivery Group? [b] Do the BSD consultants work for the State of each State Agency?	a. The Business Solutions Delivery Group is an executive branch wide project management office that concentrates on large dollar, high risk Agency implementations. b. BSD consultants work for the State. They are part of the Finance and Administration Agency but are loaned out to all executive branch agencies as needed.
21	What processes and procedures are currently ineffective and inefficient in the State and State Agency's current deployment of eCitizen applications, services, and support for each of the 20+ State Agencies?	The State is unsure of the intent of this question and is unable to answer it.

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22 From our perspective, the State's Next Generation IT Assessment consists of 3 major parts, please confirm: a. Review and assessment of current IT systems, applications, and infrastructure. b. Review and assessment of the IT organizations, IT staff, and its ability to deliver, service, and support next generation IT systems, applications, and services for a comprehensive eCitizen service delivery model. c. Provide recommendations, cost magnitude estimates, and IT organization/staff with proper skills-sets mapping, hands-on capabilities, and professional education and certifications needed to fulfill their job descriptions and functions in support of the eCitizen service delivery model.	a. Confirmed b. Confirmed with the understanding that eCitizen services are only one possible component of the service delivery model. c. Confirmed with the understanding that eCitizen services are only one possible component of the service delivery model. Please note the vendor is responsible for all requirements and deliverables specified in the *pro forma* contract.
23 [a] Who are the stakeholders or members of the Next Generation IT Steering Committee? [b] Is this Steering Committee the one paying for this Next Generation IT Assessment project or is each State Agency funding their respective IT assessment?	a. The Next Generation IT Steering Committee consists of the State CIO, several members of OIR management, and several Agency IT Directors. b. No and no.
24 What are the goals and objectives of the Next Generation IT Steering Committee in regards to this specific project? (i.e., eGovernment transformation, enhancing eCitizen service delivery models, reducing CAPEX and OPEX costs through consolidation and ease of citizen access to information and ease of service delivery for citizens, etc.)	Please refer to the RFP and *pro forma* contract.
25 Does the Next Generation IT Steering Committee have a vision or goal of what the State of TN eCitizen service delivery model looks like? Trying to figure out what the end-game eCitizen service delivery model looks like that the State desires. Once we know the vison or goal, we can properly review and assess the IT infrastructure, IT organization, and IT staff members in regards to their capacity and ability to fulfill the vision, etc. [eGovernment Service Delivery Model REDACTED]	No. As stated in RFP Section 1.1., Statement of Procurement Purpose and Contract Section A.2., the purpose and goal of this assessment is to determine current and future IT support needs and recommend practical ways to improve the quality of the IT services provided. A major outcome is to bring consistency to IT support services as they are performed throughout the various State agencies. While a "State of TN eCitizen service delivery model" may be beneficial and required if it is determined to be relevant to a particular agency assessment, the vendor should not assume that a "State of TN eCitizen service delivery model" is the only deliverable potentially being sought by the State. The vendor will be responsible for all services and

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	deliverables as stated in the *pro forma* contract.
26 [a] Can you provide the charter or definition of the State's IT Governance structures and processes? [b] How many structures and processes are defined and can you share this list?	a. The vendor will provide global governance recommendations after the first five assessments are complete. These recommendations will be reviewed by the Next Generation IT Steering Committee. b. Not applicable.
27 Does the State's IT Governance encompass Federal and State of TN law and compliance? (i.e., HIPAA, PCI DSS, State of TN Privacy Law, etc.)	The final governance model will encompass Federal and State of TN law and compliance where applicable.
28 [General Question] Has the state used the services of an IT consulting firm, in recent years, for IT planning, assessment, or for Next Gen IT scoping?	Yes, the State has previously contracted with vendors for IT planning assessment services on an ad hoc basis; however, those vendors did not participate in the development of this RFP.
29 [General Question] Will the majority of the information gathering, staff assessments, etc. be carried out in Nashville or will there be a significant requirement for travel to other state agency locations? Please provide any available estimates about requirements for visits to sites outside of the Nashville area.	The majority of the information gathering, staff assessments, etc. will be carried out in Nashville. The State is open to alternate arrangements such as phone interviews in lieu of face-to-face interviews for staff outside the Nashville area.
30 [RFP 1.1] Can you provide information on membership (state agencies or other organizatons) respresented on the NextGen IT Steering Committee?	The Next Generation IT Steering Committee consists of the State CIO, several members of OIR management, and several Agency IT Directors.
31 [RFP General Question] Does the OIR have documented IT technical standards (HW, SW, networks, application development) that are applicable to IT projects in state agencies?	The vendor will be given documentation on the standardized roles and responsibilities, methodologies and practices during onboarding.
32 [RFP General] Does the OIR have any documented inventories of computer hardware and software used by state agencies that could provide useful background information for this project?	The vendor will need to interview each agency to gather background information for the project as inventories of hardware and software vary by agency.
33 [General Question] Can we assume that the state will have a completed set of IT-related job classifications available for use in this project or will the selected consultant be asked to participate in job classification revision?	The vendor will be given the completed set of IT-related job classifications during onboarding.
34 [RFP Contract A.2 and other places in Scope of Services]. Please explain further the meaning of the terms "Global Standardized Methods", Global Standardized Practices", and "Global Governance". Do these imply a specific set of standards and practices or are they used in a more general way to indicate	Global Governance, Standardized methods and practices are used to indicate statewide consistency in IT management and practices.

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statewide consistency in IT management and practices.	
35 [RFP Contract A.4.a.iv] The reference to the term "business functions" is explained as "missions and goals". In many cases, this term implies more detailed descriptions of workflows and processes. [a] Can you elaborate on how detailed the business function documentation should be? [b] Also, does this work involve business functions relating to IT development, services, and support or does it involve other, more broader areas of work?	a. The vendor will need to understand the missions and goals of the agency to make appropriate recommendations for changes to the current structure, technologies, staffing, etc. The level of detail has a direct correlation to understanding what support roles and technology will be needed for success in the agency. b. The Scope does not include business functions relating to IT development, services and support.
36 [RFP Contract A.4.e (skills assessment)] Does the OIR or agency IT offices have any recent documented staff job duties, skills assessments or other information that could help expedite this project work area?	The vendor will need to interview each agency to obtain staff job duties, skills assessments or other information. Job plans exist for every State staff member and can be provided by the Agency.
37 [RFP Contract A.4.e (skills assessment)] [a] Can you confirm that individual meetings must be conducted with all personnel involved in IT work areas? [b] Can we assume that the IT staff counts in RFP Attachment 6.7 are accurate or might there be additional staff members (whether or not they currently have an IT job classification) that will need to be included in this assessment?	a. Individual meetings must be completed with all State employees involved in IT work areas. b. The IT staff counts are for personnel occupying IT job classifications and accurate as of the RFP date. Based on Contract Section A.4.e.ii, the vendor can assume there will be some fluctuation in these numbers.
38 [RFP Contract A.4.e.vi and vii (skills questionnaire)] These scope items say, "provide a questionnaire". [a] Can we assume that this also includes all work involving in compiling, examining, and presenting the results of the questionnaire? [b] Is there a preference for a particular format for the questionnaire (paper form, electronic form, Web-based)?	a. Yes. b. While the content of the questionnaire will remain constant, the vendor can assume that outside of an electronic copy the format of the questionnaire will be determined by the vendor and each agency.
39 [RFP Contract A.4.e.ix (rating staff)] [a] Can you elaborate on the type or staff rating that is required (criteria, rating scale). [b] Is there already a "state approved industry-standard method" identified or is this method to be prepared by the selected consultant and approved by the state during the project.	a. The criteria and/or rating scale used by the vendor will be the responsibility of the vendor. However it is critical that the method used to derive the rating system be consistently applied throughout the agencies. b. This method is to be prepared by the selected vendor and approved by the State during the project.
40 [RFP Contract A.4.e (staff evaluation)] Should	Staff evaluations are limited to skills and credentials

QUESTION / COMMENT	STATE RESPONSE
the staff evaluations in this contract section involve collecting and assessing any information about employee performance (as opposed to skills and credentials for IT-related work)?	for IT-related work.
41 [RFP Contract A.4.i] Can you provide clarification on what the RFP requirement: "Provide recommendations on the types of hard metrics necessary to provide adequate visibility into ongoing process improvement, skills, and process-fit improvement activities." ?	The vendor will make recommendations on ways to measure and report ongoing process improvement, skills, and process-fit improvement activities.
42 [RFP Contract A.4.k] Can you provide any more information about the number and type of "special needs" that will need to be considered in the staff evaluation work?	The accommodations required for special needs will be assessed for each Agency but are expected to very limited in number.
43 **Section A.10 of the PRO FORMA Contract states that:** "The Contractor must complete the assessment of five (5) State Agencies by June 30, 2013." **Which State Agencies will be part of the first five that must be completed by June 30, 2013?**	RFP Attachment 6.7 shows the order of agency assessments. Safety, Financial Institutions, Economic and Community Development, Health, and Correction & Probation are the first five agencies.
44 Please provide office locations for listed 20 agencies, against which the IT assessment has to be done.	The Agency locations have been provided in Section #5 below.
45 Contract Section E.7, HIPAA Compliance: Can the State please explain how and when HIPAA Compliance is anticipated to be necessary in the performance of the desired IT Assessment?	The State has removed Contract Section E.7., <u>HIPAA Compliance</u>.
46 Contract Section C.7, what constitutes a not proper remuneration for compensable services?	In the context of Contract Section C.7, an improper remuneration would be any payment for which a State audit determines that the State has not received the services or deliverables as required by the contract.
47 Contract Section D.17, will State also agree to comply with all applicable State and Federal laws and regulations in the performance of this Contract?	The State will comply with State and Federal laws and regulations that apply to it. Because of its status as a government entity, the State may not be subject to the same laws and regulations as private parties. This response will be part of the official procurement record, and we see no need to amend section D.17 to further reflect this.
48 Contract Section E.3, are there any Federal funds being used to fund the work to be done pursuant to this procurement? If so, what is their source, and/or enabling act?	There are no Federal funds being used on this project.

	QUESTION / COMMENT	STATE RESPONSE
49	Due to the upcoming holiday week, we respectfully request a due date extension to December 18th.	No, the State does not agree to a date extension.
50	A.4.e.ix – Can a list of State-approved industry standard methods be provided?	The vendor will recommend industry standards and the State will approve. See the State's Response to Question #39[b] above.
51	A.13.f – Will the State pre-approve file-sharing software? Or does the contractor need to request at the time of use	The State uses Sharepoint as a file sharing tool. An exception will need to be granted to use any other file sharing tool.
52	(Page 2) Will the Next Gen IT Steering Committee appoint individual agency management personnel to assist with logistics of information gathering techniques (e.g. interview timing, conflicting agency events, advocating questionnaire completion, etc.)?	The Agency head or designee will be the point person at each agency responsible for liaison activities with the vendor.
53	(Page 2) Who is on the Next Gen IT Steering Committee and what are their roles/responsibilities?	The Next Generation IT Steering Committee consists of the State CIO, several members of OIR management, and several Agency IT Directors. The Steering Committee provides leadership, prioritizes initiatives, sets and approves standards, and provides guidance to subcommittees.
54	(Page 40) Are assessments of all the Agencies and Global processes designated as "Definite" in scope for the project or does the State plan on adding or removing any of the agency assessments from scope after the contract is signed?	The State does not plan to add agencies. If in the course of the project it is necessary to add agencies, it would be paid under professional services (see Contract Section A.9).
55	(Page 41) Will the State provide current job classifications, roles/responsibilities and descriptions for State staff members?	The State is unsure of the exact intent of this question. As stated in Contract Section A.3.a, the State will provide all items listed in that section during onboarding. The vendor will need to interview each agency to obtain staff job duties, skills assessments or other information. Job plans exist for every State staff member and can be provided by the Agency.

See the State's Response to Question #33 above. |
| 56 | (Page 43) Does the State have any specific expectations for the amount of time per person the proposer should spend for interviews and follow-up with IT managers, and with IT staff team members, to ensure this task is not underestimated by proposers? | No. |
| 57 | (Page 43) Are all agency IT staff in Nashville, will we be required to go to any remote locations, and / or will they be required to come to Nashville for interviews? | The vast majority of staff are located in Davidson County. Arrangements will need to be made for staff in the outlying areas of TN as the agencies identify them.

See the State's Response to Question #29 above. |

	QUESTION / COMMENT	STATE RESPONSE
58	(Page 43) Does the State already have a preference for "Industry Standard Best Methods and Practices" or is the State looking for the vendor to propose the Standards to be approved?	The vendor should propose the standards to be approved by the State.
59	(Page 45) Do global recommendations need to be in place prior to beginning the assessments on the remaining 15 agencies, or can those be done in parallel?	The Global Recommendations deliverables are due after the 5th assessment and should be incorporated into the remaining assessments once approved by the State.
60	(Page 61) In the Agency Profiles listing, can the State provide a further breakdown of how many of the staff members are managers verses IT staff?	An Agency organizational chart will be provided prior to each assessment start date.
61	(General) Will the State provide work space, network connectivity, etc. for vendor personnel, either within the agency or at a central location?	Yes, the State will provide work space and network connectivity for vendor personnel.
62	(General) [a] Does the State plan to assign a Project Manager or key point-of-contact for the project, or any other dedicated resources? [b] If so, what are their responsibilities? [c] What amount or percent of time will the resources will be committed to the project?	a. A state project manager has been assigned to the project. b. Manage the overarching Next Generation IT project. c. 100%
63	Will the State please consider changing the limitation of liability to 1 times the contract value?	The State does not agree to the requested change.
64	RFP pp. 6-83: *Will each agency provide a centralized point of contact for information gathering during the assessment or will the vendor be responsible for communicating with multiple stakeholder groups within each agency? If the vendor is responsible for communication with multiple stakeholder groups within each agency, will you please provide an organization chart which depicts these relationships?*	a. The Agency head or designee will be the point person at each agency responsible for liaison activities with the vendor. b. The vendor will provide deliverables to the Agency head or designee and the State CIO and will communicate with the State Project Manager and Project Team as needed throughout the project.

3. **Delete RFP Attachment 6.2., Section A – Mandatory Requirements, Item A.6. in its entirety and insert the following in its place** (any sentence or paragraph comprised by revised or new text is highlighted in yellow)**:**

Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
	A.6.	Provide evidence, in the form of the name of the entity and information	

Proposal Page # (Proposer completes)	Item Ref.	Section A— Mandatory Requirement Items	Pass/Fail
		regarding the scope of the assessment and high level results, where the Proposer has provided an IT assessment of similar scope and size (for a large government agency with at least 100 IT employees or a private-sector company with at least 100 IT employees) resulting in the implementation of sustainable change at a city, county or state government entity or a private-sector company. The entity provided as evidence should also serve as one of the Proposer's customer references as required in RFP Attachment 6.2, Section B, Item B.17.	

4. **Delete RFP Attachment 6.2., Section B – General Qualifications & Experiences, Item B.17. in its entirety and insert the following in its place** (any sentence or paragraph comprised by revised or new text is highlighted in yellow)**:**

Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
	B.17.	Provide customer references from individuals (who are <u>not</u> current or former officials or staff of the State of Tennessee – with the exception of the entity name that may be supplied in response to RFP Attachment 6.2., Section A – Mandatory Requirement, Item A.6) for projects similar to the services sought under this RFP and which represent:

two (2) of the larger accounts currently serviced by the Proposer, <u>and</u>

three (3) completed projects. It is acceptable to submit three (3) completed projects that were fulfilled under the two (2) larger accounts currently being serviced by the Proposer.

NOTE: A combination of Proposer / sub-contractor customer references can be submitted provided:

- the sub-contractor reference is for the sub-contractor identified by the Proposer in Item B.14. above.

- the references submitted for the Proposer and / or sub-contractor is for the Proposer and / or subcontractor who will be present and providing at least 70% of the services required in the *pro forma* contract's Scope of Services.

All references must be provided in the form of standard reference questionnaires that have been fully completed by the individual providing the reference as required. The standard reference questionnaire, which <u>must</u> be used and completed as required, is detailed at RFP Attachment 6.4. References that are not completed as required will be considered non-responsive and will not be considered.

The Proposer will be <u>solely</u> responsible for obtaining the fully completed reference questionnaires, and for including them within the Proposer's sealed Technical Proposal. In order to obtain and submit the completed reference questionnaires, as required, follow the process detailed below.

(a) "Customize" the standard reference questionnaire at RFP Attachment 6.4. by adding the subject Proposer's name, and make exact duplicates for completion by references.

(b) Send the customized reference questionnaires to each individual chosen to provide a reference along with a new standard #10 envelope.

(c) Instruct the person that will provide a reference for the Proposer to:

    (i) complete the reference questionnaire (on the form provided or prepared, completed, and printed using an exact duplicate of the document);

Proposal Page # (Proposer completes)	Item Ref.	Section B— General Qualifications & Experience Items
		(ii) sign <u>and</u> date the completed, reference questionnaire;
		(iii) seal the completed, signed, and dated, reference questionnaire within the envelope provided;
		(iv) sign his or her name in ink across the sealed portion of the envelope; and
		(v) return the sealed envelope containing the completed reference questionnaire directly to the Proposer (the Proposer may wish to give each reference a deadline, such that the Proposer will be able to collect all required references in time to include them within the sealed Technical Proposal).
		(d) <u>Do NOT open the sealed references upon receipt</u>.
		(e) Enclose all <u>sealed</u> reference envelopes within a larger, labeled envelope for inclusion in the Technical Proposal as required.
		NOTES: ▪ The State will not accept late references or references submitted by any means other than that which is described above, and each reference questionnaire submitted must be completed as required. ▪ The State will not review more than the number of required references indicated above. ▪ While the State will base its reference check on the contents of the sealed reference envelopes included in the Technical Proposal package, the State reserves the right to confirm and clarify information detailed in the completed reference questionnaires, and may consider clarification responses in the evaluation of references. ▪ The State is under <u>no</u> obligation to clarify any reference information.

5. **Add the following as RFP Attachment 6.8 and renumber any subsequent sections as necessary:**

Agency	Location
Safety	Foster Avenue Nashville, TN
Financial Institutions	414 Union Street Nashville, TN
Economic and Community Development	Tennessee Tower - 9th Floor Nashville, TN
Health	Cordell Hull, 6th Floor Nashville, TN
Correction & Probation	Rachel Jackson, 2nd Floor Nashville, TN
TennCare	310 Great Circle Road, 2nd floor west Nashville, TN
Bureau of Investigations	901 R.S. Gass Blvd. Nashville, TN
Transportation	James K. Polk - Suite 500 Nashville, TN
Finance and Administration	Tennessee Tower, 20th Floor Nashville, TN
ERP	162 3rd Ave North Nashville, TN
Commerce & Insurance	Davy Crockett Tower Nashville, TN
General Services	Tennessee Tower - 25th Floor Nashville, TN
Revenue	Andrew Jackson, 7th Floor Nashville, TN

Agency	Location
Environment and Conservation	Tennessee Tower - 9th Floor Nashville, TN
Mental Health	Andrew Johnson, 12th Floor Nashville, TN
Intellectual and Developmental Disabilities	15th Floor Andrew Jackson Building Nashville, TN
Agriculture	Ellington Agricultural Center Nashville, TN
Education	Andrew Johnson Tower - 7th Floor Nashville, TN
TWRA	Ellington Ag Center Nashville, TN
OIR	Tennessee Tower Nashville, TN